

Before the

**PUBLIC SERVICE COMMISSION
OF SOUTH CAROLINA**

Docket No. 2009-411-G

ENERGY EFFICIENCY PROGRAM REPORT

June 15, 2011



Piedmont Natural Gas Company, Inc. Energy Efficiency Programs South Carolina

Docket No. 2009-411-G

INTRODUCTION

Piedmont Natural Gas Company, Inc. ("Piedmont" or the "Company") respectfully submits this report on the effectiveness of the Company's energy efficiency programs pursuant to the Public Service Commission of South Carolina's ("Commission") May 27, 2010, *Order Approving Energy Efficiency Programs* in Docket 2009-411-G, Order No. 2010-390. This report focuses on Piedmont's energy efficiency programs in effect during the period from May 27, 2010 (when the programs were initially approved by the Commission) through March 31, 2011; this period is regarded as Program Year 1.

BACKGROUND

On October 1, 2009, Piedmont filed its Petition for Approval of Energy Efficiency Programs. By a Revised Notice of Filing issued October 15, 2009, the Commission established December 21, 2009 as the deadline for the filing of petitions to intervene and scheduled this matter for hearing on February 11, 2010. On November 12, 2009 Piedmont filed its affidavits that such Notice had been properly published in the appropriate newspapers serving Piedmont's assigned service territory in South Carolina. Further, on December 9, 2009 Piedmont filed a certification of mailing with the Commission certifying that the Notice of Filing and Hearing had been mailed or provided in electronic format to all Piedmont customers in South Carolina.

On December 30, 2009, Piedmont filed the testimony of Steve Lisk supporting the Petition and the proposed Program Procedures. In its Petition, Piedmont submitted for Commission review and approval, three natural gas energy efficiency programs:

1. Customer Education Program - a targeted marketing approach within the Piedmont South Carolina service territory to provide customer energy education, efficiency and conservation messages.
2. Low-Income Energy Efficiency Program - designed to provide energy efficiency measures and weatherization assistance to existing Piedmont low-income residential customers.
3. High-Efficiency Equipment Rebate Program – designed to provide rebates to Piedmont's residential and commercial customers who purchase and install qualifying high efficiency natural gas equipment to replace existing natural gas equipment.

On January 27, 2010, Piedmont and the ORS entered into a Settlement Agreement with respect to Piedmont's program filings. As part of the Settlement Agreement, Piedmont and ORS agreed that Piedmont should be authorized to expend and recover from its South Carolina residential and commercial customers an annual cost of \$350,000 for the operation of the three energy efficiency programs. In addition, these programs would be considered experimental in nature and would operate for a period of three years. ORS and Piedmont further agreed that after a period of three years they would jointly or individually submit any proposed modifications to the programs or program expenditures for review and approval of the Commission. Also, as part of the Settlement Agreement, Piedmont agreed to submit to the ORS and the Commission, on an annual basis in conjunction with the Company's Rate Stabilization Act (RSA) process, a request for recovery of Piedmont's Energy Efficiency program costs for the twelve-month period ending March 31st. Finally, the parties agreed that this report would be submitted by June 15th of each year beginning in June, 2011.

The Commission conducted a formal hearing in this matter on February 11, 2010. At the hearing, the Commission received into evidence the testimony of Piedmont witness Steve Lisk and ORS witness Carey M. Stites. The Commission also accepted into evidence the Settlement Agreement.

On May 27, 2010, the Commission issued its Directive approving Piedmont's Energy Efficiency Programs. On September 16, 2010, Piedmont requested that the Commission approve a modification to its Residential Low-Income Weatherization Program to allow the use of both the Federal Weatherization Assistance Program standard and the HUD standard in determining whether a residence qualifies as "low-income". This request was approved by the Commission on September 29, 2010. On December 21, 2010, Piedmont requested that approximately \$25,000 of unexpended funds in the Residential Low-Income Program and approximately \$40,000 of unexpended funds in the Customer Education Program be reallocated to the High Efficiency Equipment Rebate Program to meet higher than expected demand in the Rebate program. This request was approved by the Commission on January 12, 2011.

The Company's approved annual budget for energy efficiency programs in South Carolina is \$350,000 per year. A summary of Program Year 1 funding is shown in Table 1.

Table 1 – Program Year 1 Funding

	Budgeted Annual Costs	Actual Expenditures^a
Customer Education Program	\$50,000	\$9,809 ^b
Residential Low-Income Program	\$150,000	\$125,212 ^c
High-Efficiency Equipment Rebate Program	\$150,000	\$210,025
TOTAL	\$350,000	\$345,046

a) Represents program expenses recorded between May 27, 2010 and the end of accounting month March 2011.

b) \$40,191 of budgeted funds was reallocated from the Customer Education program to the Equipment Rebate program.

c) \$24,788 of budgeted funds was reallocated from the Low-Income program to the Equipment Rebate program.

CUSTOMER EDUCATION PROGRAM

Piedmont initially budgeted to spend \$50,000 in Program Year 1 to implement a communications campaign focusing on customer energy education, efficiency and conservation messages. Due to the strong pace of customer demand exhibited by mid-Program Year for the Equipment Rebate Program, it was decided to reallocate a substantial portion of the remaining unspent Program Year 1 customer education funds

to the Equipment Rebate Program. On December 21, 2010, Piedmont requested that approximately \$40,000 of unexpended funds in the Customer Education Program be reallocated to the High Efficiency Equipment Rebate Program. This request was approved by the Commission on January 12, 2011. Table 2 shows the Customer Education Program expenditures for Program Year 1.

Table 2 – Customer Education Program expenditures in Program Year 1

	Budgeted Annual Costs	Actual Expenditures^a
Customer Education Program	\$50,000	\$ 9,809 ^b
TOTAL	\$50,000	\$9,809^b

a) Represents program expenses recorded between May 27, 2010 and the end of accounting month March 2011.

b) \$40,191 of budgeted funds was reallocated from the Customer Education program to the Equipment Rebate program.

Prior to the reallocation of funds described above, Piedmont designed and distributed several targeted communication products to promote energy efficiency and conservation. Table 3 gives a description of each customer education piece that was administered through March 31, 2011¹. A copy of each education piece is shown in Exhibit A.

Table 3 – Customer Education Communication in Program Year 1

Communication Form	Date Administered	Message
Bill Insert	November 2010	Tips for heating system energy efficiency
Newspaper Ads	November 2010	Federal Tax credit information
Bill Insert	February 2011	The value of insulation
Bill Insert	March 2011	Water heating saving energy tips

Piedmont is currently focusing on the customer education strategy for Program Years 2 and 3. For Program Year 2, Piedmont has already released some newspaper ads (May

¹ In addition to these customer education materials, a general bill insert that focused on cold weather energy saving tips was also sent out to our customers in all service territories in December 2010 and February 2011; these were recurring annual bill inserts that were not paid for through funds dedicated for the SC Energy Efficiency Program.

2011) about water heating saving energy tips and is running a bill insert (June 2011) regarding energy efficient appliances. Piedmont intends to develop additional education pieces around some of the following energy efficiency message themes:

- How saving energy also saves customers money
- How to save energy through equipment and system high-efficiency upgrades
- Education on what makes high-efficiency natural gas equipment more efficient
- Energy saving tips and simple steps for residential customers to save energy at home
- How to save energy through behavioral changes

At this point in time, the Company is still budgeting a Program Year 2 expenditure of \$50,000 for customer education. However, as Program Year 2 progresses, the Company will continue to monitor the demand and funding status of the Equipment Rebate Program to determine if there is a need to reallocate any Customer Education Program funding into the Equipment Rebate program.

RESIDENTIAL LOW-INCOME ENERGY EFFICIENCY PROGRAM

The primary purpose of this program is to provide energy efficiency measures and weatherization assistance, through a third-party, to low-income residential customers in Piedmont's service territory. The program is intended to create a more energy efficient and comfortable home environment for the customers served. In addition to the actual energy savings, there can be additional benefits to the low-income customer including improved health and safety, and increased comfort.

The target population for this program is low-income customers dwelling in single-family homes that are served under Piedmont's residential rate schedules (Rate Schedules 201 and 221). For the purposes of this program, Piedmont considers a customer to be "low-income" based on guidelines established for the Federal Weatherization Assistance Program or by the United States Department of Housing and Urban Development ("HUD"). When applicable, priority is being placed on providing assistance to those eligible elderly individuals with disabilities and eligible families with children.

The primary energy efficiency measures provided to each program participant are based on a comprehensive in-home energy audit. The measures offered and performed for program participants may include:

- Sealing major air leaks in floors and ceilings (penetrations, bypasses, chases)
- Insulating attic, side wall, and/or floors
- Sealing and insulating ducts
- Installing programmable/setback thermostat
- Evaluating, cleaning and tuning heating systems
- Installing general heat waste measures (furnace filters, water heater insulation wrap, piping insulation, water-saving devices, and weather-stripping)

The energy contractor decides, primarily guided by the results of the in-home energy audit, which energy saving measures to install at the participant's home. The energy audit helps the energy contractor determine which energy saving measures would provide the greatest benefit to the participant. Due to safety concerns, a carbon monoxide detector is installed inside the participant's home if one is not currently installed.

Piedmont is currently working with two different organizations to administer the Low-Income Program. Piedmont has been able to leverage our funding with these organizations since they were already involved with the weatherization of low-income homes in Piedmont's service territory. Specifically, Piedmont is working with the Furman University Community Conservation Corps ("Furman CCC") in the Greenville area and with Piedmont Community Actions ("PCA") in Spartanburg and Cherokee counties. Piedmont provided \$50,000 in program funding to the Furman CCC program and \$75,000 to the PCA program. Piedmont was not able to get started working with these two organizations as quickly as initially anticipated due to filing changes to the program income guidelines, some scheduling conflicts and also the time required to complete the contractual agreements. The Furman CCC and PCA initiatives are both still working from Program Year 1 funding. Table 4 summarizes the program expenditures.

Table 4 – Low-Income Program expenditures in Program Year 1

	Estimated Annual Costs	Actual Expenditures^a
Low-Income Program	\$150,000	\$ 125,212 ^b
TOTAL	\$150,000	\$125,212^b

a) Represents program expenses recorded between May 27, 2010 and the end of accounting month March 2011.

b) \$24,788 of budgeted funds was reallocated from the Low-Income program to the Equipment Rebate program.

Table 5 shows the program status (as of May 15, 2011) for each organization.

Table 5 – Low-Income program status

Third-Party Organization	Area Served	Status
Furman CCC	Greenville	They started the program with a weatherization blitz day where volunteers worked on 2-homes. They have been working hard at marketing the program through different venues and outreach campaigns. They have identified approximately 15 qualified homeowners and are working on scheduling energy audits and energy efficiency improvements. In addition, they participated in one of the local elementary schools "Go Green" events where they had interactive activities for the kids around saving energy.
PCA	Spartanburg Cherokee	They have completed energy efficiency improvements on 21 Piedmont customers.

The overall vision of the Furman CCC is to promote financial and environmental stability within a safe, quality living environment for all individuals in need. Piedmont's funding has allowed the Furman CCC to expand the number of homes in their program and has helped students get involved in activities where they are able to give back to the community. The CCC is a partnership among Furman University's Heller Service Corps, Furman's Community Relations Department, Furman's Shi Center for

Sustainability, the City of Greenville, the Greenville County Redevelopment Authority, and the United Way of Greenville County, along with other stakeholders, to provide home weatherization and education services to Greenville residents who qualify for assistance. Two AmeriCorps members, supported through the United Way of Greenville and Furman University, administer the program. Through this partnership, Furman students, under the guidance of the AmeriCorps members and weatherization professionals, provide education to homeowners, as well as weatherization services for homes which meet the guidelines for qualification.

The Furman CCC, headed by the two AmeriCorps members, work with an advisory team to help implement and manage this low-income outreach and weatherization program. The advisory team is made up of individuals from the City of Greenville, an energy auditing company, a community action agency, a local Technical college, and local staff from the Furman Shi Center for Sustainability. The Furman CCC works with local governmental agencies to help identify low-income homeowners and determine their income eligibility. In addition to working with different agencies, the Furman CCC attends neighborhood association meetings that are in low-income areas to share information with residents about the program. Due to the logistical challenges in identifying homeowners that qualify as both low-income and natural gas customers, the Furman CCC had to utilize more creative strategies to market the program.

During the past several months, the Furman CCC spent much of their time developing an outreach strategy to recruit homeowners for weatherization assistance. They contacted other local agencies to promote the program and they also listed information on the Furman website (www.furman.edu/ccc). They worked with Furman's Marketing and Public Relations department to design door hangers to market the program and up to 300 door hangers have been distributed thus far. They also participated in an outreach event at a local school where they spoke with parents about energy efficiency and also taught kids about caulk and how it helps save energy in their home. Following are some pictures from the school outreach event.



After eligible participants are identified for the program, the Furman CCC has the participant fill out an application form and then it is reviewed to verify the income level and confirm they are a Piedmont customer. If the homeowner is qualified for the program, a pre-weatherization meeting is scheduled with the homeowner to go over the process and answer any questions about the program. The Furman CCC then utilizes an experienced energy auditing company to administer the home energy audit and determine what type of energy efficiency improvements can be performed on the home.

The energy auditor also identifies any unsafe conditions.² After each completed home, the resident receives information about how to further reduce their energy usage and is also provided with some energy saving tips. Below are some pictures of one of the homes being weatherized including a picture of the blower door being used for the energy audit.



After energy improvement needs are addressed, the Furman CCC primarily works with local energy contractors to complete the work. In some cases, they try and incorporate student volunteers to help out with the energy efficiency improvements, but this depends upon the number of volunteers and the availability of scheduling with the homeowner. On November 13, 2010 they held a weatherization blitz day and they had approximately 50 volunteers show up to help with the weatherization of two homes. Although encouraged by the number of volunteers, the Furman CCC decided it should use a different approach because there were too many people which made some of the energy efficiency improvements harder to manage effectively.

In the Spartanburg/Cherokee area, Piedmont's funding is being used to help leverage existing Federal Weatherization Assistance Program ("Federal WAP") funds that are being administered through Piedmont Community Actions. The Weatherization Assistance Program for SC is run through the SC Office of Economic Development. The Weatherization Assistance Program for each of the State's 46 counties is

² In one of the energy audits performed in Program Year 1, the auditor identified a gas leak that the customer was not aware of and subsequently had it repaired.

coordinated through 14 community organizations that administer both the Federal WAP program (which is paid through the annual Federal WAP funding) and also the WAP program that is paid through SC AARA funding. PCA has been administering the Federal WAP in Spartanburg and Cherokee counties for over 20 years. Piedmont worked with PCA to identify specific energy efficiency improvements for which Piedmont's funding could be used, and thus Piedmont's funding helps supplement work that PCA is doing under the Federal WAP. Below is a picture of one of the PCA homes after new insulation was blown in the attic and thus increasing the energy efficiency of the home.



Additional information about the Furman CCC program is shown in Exhibit B. Piedmont hopes to continue working with the Furman CCC and PCA for Program Years 2 and 3.

HIGH EFFICIENCY EQUIPMENT REBATE PROGRAM

This program provides rebates to Piedmont's residential and commercial customers who purchase and install qualifying high efficiency natural gas equipment. The residential rebates apply to high efficiency water and space heating equipment, since water heating and space heating constitutes a large portion of residential energy usage. Commercial customers are offered a rebate on the purchase and installation of a high efficiency tankless water heater.

This program enables customers to offset some of the higher cost of choosing a more efficient piece of equipment. This program is intended to help influence a customer to choose a more energy efficient piece of equipment. An upgrade to a higher efficiency

water heater or furnace, given consistent usage patterns, will help the program participant achieve recognizable energy savings. The extent of the energy savings will vary for each participant, depending on a variety of factors including their current energy efficiency. Tables 6 and 7 summarize the equipment rebates that are offered and the corresponding equipment efficiency requirements.

Table 6 – Residential Equipment Rebate Summary

	Rebate Amount	Minimum Required Efficiency ^a
Natural Gas Storage Tank Water Heater	\$ 50	EF = 0.62 (or higher)
Natural Gas Tankless Water Heater	\$ 250	EF = 0.82 (or higher)
Natural Gas Forced Air Furnace	\$ 300	AFUE = 90% (or higher)

a) EF is the Energy Factor; AFUE is the Annual Fuel Utilization Efficiency

Table 7 – Commercial Equipment Rebate Summary

	Rebate Amount	Minimum Required Efficiency ^a
Natural Gas Tankless Water Heater	\$ 250	EF = 0.82 (or higher)

a) EF is the Energy Factor

This program is available to customers under Piedmont's residential rate schedules (Rate Schedules 201 and 221) and commercial rate schedules (Rate Schedules 202, 232, 252 and 262). Each customer is required to submit a rebate application, along with proof of purchase and installation of the qualifying equipment. Upon approval of the application, the rebate check is mailed to the customer. In addition, each rebate recipient receives an energy efficiency kit that includes items to help further reduce their natural gas energy usage. The energy efficiency kit includes the following:

- (1) Low-flow showerhead
- (1) Low-flow kitchen aerator
- (2) Low-flow faucet aerators
- (2) Weatherstripping rolls
- Thank you letter, energy conservation tips, water saving tips

Piedmont has received positive program feedback from our customers, as well as from the contractors who have used this program to encourage the purchase of high-efficiency natural gas equipment. When the program initially started, a letter was sent to Piedmont's Gas Advantage Contractors providing them with more details about the program and a list of answers to questions that their customer might ask them. Piedmont sent out a bill insert to all the residential and commercial customers telling them about the program. Piedmont also spread the message about the Equipment Rebate Program through participation in various trade shows and energy efficiency events. A few examples of Equipment Rebate messages, both through Piedmont directly and through contractors, are shown in Exhibit C.

As part of providing a quality program, Piedmont verifies that each rebate applicant is indeed a Piedmont customer and confirms that the installed equipment model meets all the program equipment efficiency criteria. For Program Year 1, there were 658 eligible rebate applications that were processed and an additional 37 rebate applications that were determined to be ineligible. For each ineligible application, a letter is mailed out to the applicant with an explanation of why the rebate application was deemed ineligible.

Table 8 shows the number of approved rebate applications, by customer sector:

Table 8 – Number of approved rebate applications in Program Year 1

Residential Rebate Applications	657
Commercial Rebate Applications	1
TOTAL	658

Table 9 shows the equipment installation count associated with the Program Year 1 rebate funds. Note, that because some customers installed multiple equipment at their service address, the number of equipment installations exceeds the number of approved rebate applications.

Table 9 – Equipment installed per approved rebate applications in Program Year 1

	Storage Water Heater (EF = 0.62 or higher)	Tankless Water Heater (EF = 0.82 or higher)	Forced Air Furnace (AFUE = 90% or higher)	TOTAL
Residential Equipment Installed	8	102	586	696
Commercial Equipment Installed	N/A	2	N/A	2
Total	8	104	586	698

Table 10 shows the Equipment Rebate program expenditures for Program Year 1. The original \$150,000 program budget was supplemented with an additional \$65,000, which was part of the reallocation of approximately \$25,000 of unexpended funds from the Residential Low-Income Program and approximately \$40,000 of unexpended funds from the Customer Education Program, as approved by the Commission on January 12, 2011.

Table 10 – Equipment Rebate Program expenditures in Program Year 1

	Budgeted Annual Costs	Actual Expenditures^a
Program Development and Administration	\$12,500	\$ 359
Communications	\$10,000	\$ 7,346
Rebate Incentives	\$112,500	\$137,222
Reallocated funds used for additional Rebate Incentives		\$64,978 ^b
Evaluation, Measurement & Verification	\$ 15,000	\$ 120
TOTAL	\$150,000	\$ 210,025

a) Represents program expenses recorded between May 27, 2010 and the end of accounting month March 2011.

b) Approved reallocated funding from the Customer Education and Low-Income program

Piedmont worked with an energy consultant to determine the achieved energy savings for the residential participants. Since there were not enough commercial installations to perform an accurate statistical analysis of the achieved energy savings, the initial deemed savings value was used as a proxy for the achieved energy savings. For the

residential analysis, the consultant reviewed Piedmont's initial deemed savings and they performed a billing analysis of the customers' installed equipment. The consultant used a per-heating-degree-day modeling approach since there were limited numbers of 12-months post data due to the timing of the analysis. Table 11 shows the savings per residential customer.

Table 11 – Deemed and Billing Analysis Gross Savings per Residential Customer

Measure	Original Deemed Annual Savings^a (Averaged Therms)	Billing Analysis Annual Savings^b (Therms)
Storage Water Heaters (EF=0.62 or higher)	12.6	12.6 ^c
Tankless Water Heaters (EF=0.82 or higher)	72.9	43
Furnace (AFUE = 90% or higher)	81	110

a) Deemed Savings is the measure-level savings values as utilized in Piedmont's original program planning analysis. Deemed savings were determined by estimating the energy savings based on a baseline efficiency for each piece of equipment.

b) Billing Analysis is the measure-level savings values estimated by the energy consultant. This analysis looked at the customer's energy consumption, average heating degree days, and the average daily energy savings. This complex model used a weighted approach to compensate for any missing pre and post-installation consumption data.

c) Due to the low number of installed storage water heaters in Program Year 1, there was not enough data to analyze the storage water heater energy savings; the initial deemed savings value was used as a proxy for the achieved annual savings.

Table 12 represents the savings comparison based on the initial estimate and the achieved energy savings. The total deemed annual savings shown is based on the original estimated number of participants and the original deemed savings values, including both the residential and commercial customers. The total annual savings is based on the actual number of installations shown in Table 9 (including installations from reallocated funds) and the savings based on the billing analysis, including both the residential and commercial customers.

Table 12 – Total Program Annual Energy Savings

Measure	Original Deemed Total Annual Savings (Therms)	Total Achieved Annual Savings per Billing Analysis (Therms)
Storage Water Heaters (EF=0.62 or higher)	315	101
Tankless Water Heaters ^a (EF=0.82 or higher)	13,231	4,450
Furnace (AFUE = 90% or higher)	13,300	64,460
Sub-Total	26,846	69,011
Weatherization Kits Mailed Out ^b (Residential Only)	12,390	5,823
TOTAL	39,236	74,834

a) Includes both residential and commercial installations.

b) For the achieved annual savings, assuming 50% installed and achieved savings of 50% of deemed savings.

The total dollar savings and average savings per customer were calculated using the achieved energy savings, the number of equipment rebates issued, and the average SC rates during Program Year 1. There were not enough commercial installations to get an accurate analysis so the original commercial deemed savings were utilized. This is shown in Table 13.

Table 13 – Total Rebate Program Annual Dollar Savings^a

	Average Dollar Savings per Customer	Total Dollar Savings
Residential	\$ 120.87	\$ 79,413.51
Commercial	\$60.51	\$60.51
	\$ 120.78^b	\$ 79,474.02

a) The dollar savings were calculated by using the average SC residential/commercial rates for Program Year 1. This is based on the weighted average of the actual number of customers per rate class.

b) Average total dollar savings per customer based on the total dollar savings divided by the total number of residential and commercial customers.

Piedmont also worked with an energy consultant to determine the cost-effectiveness testing and the consultant analyzed the data based on the number of equipment rebates issued in Program Year 1 and the analyzed energy savings per measure.

The energy consultant used the tests as defined by the California Standard Practice Manual to evaluate the cost-effectiveness of this program. This analysis of program costs and benefits was from the following perspective:

- Total Resource Cost Test (TRC): This test examined the program benefits and costs from the perspectives of Piedmont and its customers. Benefits included fuel cost reductions, and costs included those incurred by Piedmont and the program participants.
- Utility Cost Test (UCT): This test examined the program benefits and costs from Piedmont's perspective. Benefits are in the form of reduced fuel costs while costs included any incurred administrative, measure, or incentives costs. This test is also commonly referred to as the Program Administrator Cost Test.
- Participant Cost Test (PCT): This test examined the benefits from a program participant perspective. Costs included any measure costs incurred by the participants. Benefits included rebates paid by Piedmont and bill reductions due to implementing the efficiency measures.

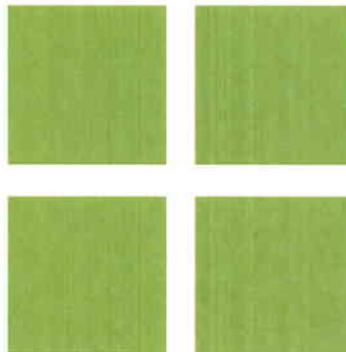
The energy consultant evaluated the cost-effectiveness testing at a program level for the Equipment Rebate program and the results were calculated looking at the planning avoided gas costs and also the program year avoided gas costs. For the main tests, the TRC and the UCT, the results were greater than 1.0 which signifies that the program is considered cost-effective. The results are shown in Table 14.

Table 14 – Equipment Rebate Program Cost-Effectiveness Results for Program Year 1

Test	Achieved Energy Analysis Savings (Planning Avoided Costs)	Achieved Energy Analysis Savings (Program Year Avoided Costs)
Total Resource Test (TRC)	2.12	1.73
Utility Cost Test (UCT)	3.05	2.49
Participant Cost Test (PCT)	2.26	2.26

EXHIBIT A

It's Heating Season!



Tips for heating system energy efficiency:

- Give your heating system its yearly tune up to help prevent future problems
- Change or clean your furnace filters once each month during the heating season
- Install a programmable thermostat to maximize your energy savings
- Upgrade your old furnace to a new high-efficiency model (Newer models can be up to 98% efficient!)
- Visit www.energystar.gov to take advantage of Federal Tax Credits available for new high-efficiency furnaces

For more information and additional resources for increasing your energy efficiency at home, visit us at www.piedmontng.com.



DON'T MISS out on Federal TAX CREDITS!

TAX CREDITS END December 31, 2010

Receive up to \$1,500 (or 30% of the full purchase and installation price) in federal tax credits when you install:

- a natural gas furnace (AFUE \geq 95 percent) or...
- a tankless natural gas water heater (EF \geq 0.82)

Federal Tax Credit Qualifications Summary*

- All ENERGY STAR-rated tankless water heaters qualify
- Must be "placed in service" from January 1, 2009 - December 31, 2010
- \$1,500 is the maximum credit amount
- Full details can be found at www.energystar.gov/taxcredits

**Call 1.877.279.3636 or visit
www.piedmontng.com for more information.**

* Piedmont Natural Gas cannot provide customers with tax advice. Contact your tax advisor for details.



don't underestimate the **VALUE** of **INSULATION!**



DID YOU KNOW?

Only **20 percent** of homes built before 1980 are **well insulated**.

FACTS ABOUT PROPER INSULATION

- In the same way that a jacket keeps you warm, proper insulation helps protect your home and your family from the cold
- Adding insulation can reduce your energy bills and increase the overall comfort of your home
- Upgrading your home's insulation is one of the fastest and most cost-effective ways to increase your energy efficiency

For more helpful information about saving energy please visit us at www.piedmontng.com or you can also check out: www.energysavers.gov.



SAVE ENERGY and money with these WATER HEATING TIPS!



DID YOU KNOW?



Water heating is the third largest energy expense in your home!

Water heating tips from Piedmont Natural Gas:

- > Upgrade your old natural gas water heater to a new high-efficiency model with an Energy Factor of up to 0.97
- > If you're purchasing a new dishwasher or clothes washer, be sure it's ENERGY STAR rated
- > Install a low-flow faucet and showerhead to reduce your water flow by as much as 50 percent

For more helpful information about saving energy please visit us at www.piedmontng.com or you can also check out: www.energysavers.gov.



**Piedmont
Natural Gas**
Energy that shows.

www.piedmontng.com

PNG56i
3/2011

EXHIBIT B

Why Weatherize?

Conserving energy ultimately reduces household energy bills. Energy-saving modifications to a home can save residents hundreds of dollars per year. The CCC can help weatherize your home.



The mission of the Community Conservation Corps at Furman is to promote financial savings through reduced energy bills and to educate homeowners on energy-saving measures.

How to Apply

Simply call one of the CCC Associates listed below to start the application process.

Or visit us at <http://www.furman.edu/ccc> print an application for weatherization. Once complete, mail or deliver to the following address:

Community Conservation Corps
David E. Shi Center for Sustainability
3300 Poinsett Highway
Greenville, SC 29613

After verifying homeownership, a CCC Associate will call to schedule a free home energy audit.

For more information, visit:
<http://www.furman.edu/ccc>



Rick Harris
Furman CCC Associate
(864) 294-3680 • rick.harris@furman.edu

Jennifer Guinter
Furman CCC Associate
(864) 294-2512 • jenn.guinter@furman.edu

weatherize, revitalize, stabilize



**Community
Conservation Corps
at Furman University**

Weatherize

When the CCC weatherizes a home, a small group of student volunteers, a contractor, and a site manager will work together, giving thorough attention to education, prevention, and homeowner needs.



Types of assistance include but are not limited to:

- Insulation
- Weather stripping
- Water heater blankets
- Changing air filters
- Energy-efficient lighting
- Checking combustion appliances

Revitalize

In order to receive weatherization assistance from the CCC at no cost, residents must:

- own their home
- agree to a pre- and post-home audit
- be current Piedmont Natural Gas customers willing to share energy bills.
- fall at or below the following income guidelines

Number in Household	Annual Income
1	\$32,500
2	\$37,150
3	\$41,800
4	\$46,400
5	\$50,150
6	\$53,850
7	\$57,550
8	\$61,250

Source: U.S. Department of Housing and Urban Development, May 2010

Certified auditors use electronic devices to determine areas of the house that need sealing or repairing. Tools like blower doors help quickly and efficiently pinpoint where air is leaking in a home.

Certified contractors also assist in determining what work Furman student volunteers are able to do and what the construction crew will do.

Free carbon monoxide detectors are installed in every weatherized home.

Statement of Inclusion

The Furman CCC values and operates by a policy of inclusion, providing equal opportunity to all persons regardless of race, color, religion, age, national origin, marital status, sexual orientation, gender identity, and/or disability.

Stabilize


Home modifications are an excellent start to saving money and energy, but changing day-to-day behavior makes just as much of a difference.

- Change air filters at least every three months.
- Wash and dry full loads of laundry, and hang clothes to dry when possible.
- Clean out dryer lint after each load.
- Turn out the lights after leaving a room.
- Turn off the computer and TV when not in use.
- Set water heaters to 120°F
- Know what products draw power even when not in use, such as DVD players, computers, printers, and microwaves. Attach these to power cords that can be turned off at night for maximum efficiency.



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Academics

David E. Shi Center for Sustainability

David E. Shi Center for Sustainability > Community Conservation Corps

Community Conservation Corps at Furman University



What is weatherization?

Weatherization consists of home modifications that will make a home more energy efficient, therefore saving the homeowner on energy bills. Examples of weatherization measures include weather stripping around doors and windows, water heater blankets, insulation, and more, all depending on the needs of the home.

Our mission is to provide home weatherization and education in order to reduce energy usage and costs to promote financial savings.

[Volunteers](#)

Find information on how to sign up and upcoming events.

[Homeowners](#)

Apply to have your home weatherized and see what is involved.

[About Us](#)

The Community Conservation Corps is made possible through organizations and individuals working together with a greater Greenville in mind.

[Printable .pdf flyer](#)

Connect With Furman



3300 Poinsett Highway, Greenville, SC, 29613
Phone: 864-294-2000




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Academics

David E. Shi Center for Sustainability

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Homeowners

Owning a home can be challenging. Paying for energy bills, mortgages, and physical maintenance can leave homeowners in a difficult financial situation. That's why the Community Conservation Corps provides a free, preventative service to decrease energy bills and make homes safer. Each home is thoroughly checked by an auditor using highly accurate tools in order to quickly identify what it may need. A construction crew assisted by volunteers from Furman perform the weatherization modifications.



In order to receive weatherization assistance from the CCC, residents must:

- own their home
- agree to a pre- and post-home audit
- be Piedmont Natural Gas customers willing to share energy bill data
- fall at or below the following income guidelines

Number in Household	Annual Income
1	\$32,500
2	\$37,150
3	\$41,800
4	\$46,400
5	\$50,150
6	\$53,850
7	\$57,550
8	\$61,250

Source: U.S. Department of Housing and Urban Development, May 2010

For more information, please view our [.pdf flyer](#).

For assistance on your home, download and print a [.pdf application](#).

Please contact us with any questions that you may have.

EXHIBIT C

Bill Insert

**EQUIPMENT
REBATE**
PIEDMONT NATURAL GAS
ENERGY EFFICIENCY PROGRAM

Call 1.877.279.3636 or visit
www.piedmontng.com for program details,
customer and equipment eligibility, and the application
process. Rebate funds are limited.



SOUTH CAROLINA CUSTOMERS

Replace **existing** natural gas equipment with
qualifying **high-efficiency** natural gas equipment:

RESIDENTIAL
CUSTOMERS*

\$300 for a high-efficiency furnace (AFUE \geq 90%)
\$250 for a tankless water heater (EF \geq 0.82)
\$50 for a storage water heater (EF \geq 0.62)

COMMERCIAL
CUSTOMERS*

\$250 for a tankless water heater (EF \geq 0.82)

Rebates apply to equipment purchased and installed on or after May 20, 2010.

* Certain eligibility rules and requirements apply.

7/2010 PNG47i

Dear Gas Advantage Contractor,

Thank you for continuing to support the installation of high-efficiency natural gas equipment and appliances. You are a valued partner and we would like to make you aware of our **South Carolina Equipment Rebate Program**.

South Carolina Equipment Rebate Program

Piedmont Natural Gas customers in South Carolina who replace their **existing** natural gas equipment with qualifying **high-efficiency** natural gas equipment may be eligible for a rebate from Piedmont Natural Gas. Please see the enclosure for further details and visit www.piedmontng.com for customer eligibility requirements.

Residential customers in South Carolina:

- \$300 for a natural gas high-efficiency furnace (AFUE = 90% or higher)
- \$250 for a natural gas tankless water heater (EF = 0.82 or higher)
- \$50 for natural gas storage tank water heater (EF = 0.62 or higher)

Commercial customers in South Carolina:

- \$250 for a natural gas tankless water heater (EF = 0.82 or higher)

In addition to the rebate, residential customers will receive a home energy efficiency kit that includes measures such as a low-flow showerhead, faucet aerators, foam weather strips and more.

Customers must have purchased and installed the high-efficiency natural gas equipment on or after May 20, 2010, which is when the program was approved by the Public Service Commission of South Carolina. Note all applications must be postmarked within 90 days after the equipment installation. To qualify for the rebate, a rebate application form must be completed and mailed in along with the proof of purchase/installation (i.e. contractor invoice). A copy of the rebate application form is attached with this letter for your convenience, or you can visit our website to download the latest version.

Federal Tax Credits*

We would also like to remind you that federal tax credits are still available for equipment that is "placed in service" from 1/1/09 – 12/31/10. Customers may be able to receive up to \$1,500 (30 percent of the full purchase/installation price) in federal tax credits when they install a natural gas furnace (AFUE \geq 95 percent) and/or a tankless natural gas water heater (EF \geq 0.82). See the full details at www.energystar.gov/taxcredits.

Thank you again for your support of Piedmont Natural Gas. Please feel free to give me a call if you have any questions or comments about our SC Equipment Rebate program.

Holly Walston
Energy Efficiency Program Specialist
704.731.4272
Holly.Walston@piedmontng.com



*Piedmont Natural Gas cannot provide customers with tax advice. Contact your tax advisor for details.



Piedmont Natural Gas South Carolina Equipment Rebate Program

Program Overview

The Equipment Rebate Program provides a financial incentive that encourages Piedmont's existing customers to purchase and use more efficient natural gas appliances for their homes and small businesses.

The following rebates are available to Piedmont Natural Gas customers in South Carolina only:

- Residential customers in South Carolina who replace existing natural gas equipment with qualifying high-efficiency natural gas equipment are eligible for:
 - \$300 for a natural gas high-efficiency furnace (AFUE = 90% or higher)
 - \$250 for a natural gas tankless water heater (EF = 0.82 or higher)
 - \$50 for natural gas storage tank water heater (EF = 0.62 or higher)
- Commercial customers in South Carolina who replace existing natural gas equipment with qualifying high-efficiency natural gas equipment are eligible for:
 - \$250 for a natural gas tankless water heater (EF = 0.82 or higher)

Please Note:

- The customer must mail in the signed rebate form and also the proof of purchase/installation (i.e. contractor invoice)
- All equipment must be installed by a licensed contractor in South Carolina to be eligible for the rebate
- This program is not offered for the new-construction market or for the replacement of non-natural gas equipment such as electric or propane. **This program is only applicable for equipment replacement of existing natural gas equipment**
- *It may take up to 6-weeks for rebate processing from the time the rebate form is received in the mail by Piedmont Natural Gas*

Funds are limited and will be paid on a first-come, first-served basis until all funds are depleted or the program is withdrawn or terminated.
Customers should check Piedmont's website before they mail their rebate form.

Customers with questions should call 1-877-279-3636. Program details may change. Changes will be communicated on the energy efficiency section of Piedmont's website (www.piedmontng.com).



Frequently Asked Questions

When did the program start and is a customer eligible for a rebate if it was installed last year?

The program applies only to high-efficiency natural gas equipment that was purchased and installed on or after May 20, 2010. This is the date on which the Public Service Commission of South Carolina approved the Piedmont Natural Gas Energy Efficiency programs. Note: all rebate applications must be postmarked within 90 days after the equipment installation to be eligible.

How do customers qualify for a rebate?

The program is currently setup only for existing customers where the name on the Piedmont Natural Gas account matches the name for the corresponding service address where the new equipment was installed. The rebate check will only be given to the name of the person on the service account.

- **RESIDENTIAL**: Customers in South Carolina who are currently receiving service under rate schedules 201 and 221 are eligible. Rate schedule 201 is the Residential Service Value Rate and Rate schedule 221 is the Residential Service Standard Rate. Customers must provide proof of purchase and installation.
- **COMMERCIAL**: Customers in South Carolina who are currently receiving service under rate schedules 202, 232, 252 or 262 are eligible. Rate schedule 202 is the Small General Service Standard Rate, 232 is the Small General Service Value Rate, 252 is the Medium General Service Value Rate, and 262 is the Medium General Service Value Rate. Customers must provide proof of purchase and installation.

What is the maximum number of rebates a customer can receive?

RESIDENTIAL: The maximum number of rebates per residential service address is 2 rebates per year for water heating and 2 rebates per year for space heating. Each applicant is limited to receiving no more than a total of 24 rebates per year.

COMMERCIAL: The maximum number of rebates per commercial service address is 4 per year. Each applicant is limited to receiving no more than a total of 36 rebates per year.

Does it matter what brand is installed?

No. Any brand of high-efficiency natural gas equipment can be installed as long as it meets the minimum efficiency criteria for the equipment rebate program.

Where can a customer get a copy of the current rebate application form?

Since there are some occasions where a change might be made to rebate form, please make sure to always visit the Piedmont Natural Gas website (www.piedmontng.com) to get the most current rebate form. If you make multiple copies of the rebate form in your office to distribute please make sure to update it every few months by going on-line and printing a new form in case form revisions have been made.



If a customer currently has an electric or propane water heater and is a Piedmont Natural Gas customer, can they still receive the rebate if they upgrade to a more efficient natural gas water heater?

Unfortunately, no. The customer is only eligible for the rebate if they purchase and install qualifying high-efficiency natural gas equipment to replace their existing natural gas equipment. Piedmont must adhere to this policy pursuant to the guidelines of the Public Service Commission of South Carolina.

What is the required documentation that the customer needs to provide with the rebate form?

In addition to the signed rebate form (found on Piedmont's website) the customer must include copies of the paid invoices and/or receipts for the purchase and installation of the equipment. The dealer/contractor name, company name and address must be noted.

The invoices/receipts must also include an itemized description of:

- Manufacturer, and complete model number of new equipment installed
 - Energy Factor (EF) for natural gas water heaters
 - AFUE (efficiency) rating for natural gas furnace
- Product Installation date
- Total Price for equipment and installation
- It will help with the processing if the customer is given a copy of the Equipment Certificate of Performance to mail in with the rebate form

Can a customer receive a credit to their natural gas bill account instead of a rebate check?

Currently, the only option is to receive a rebate check in the mail. Piedmont is evaluating the bill credit option and may introduce that option at a future date. Any future changes will be updated on the equipment rebate section of the Piedmont website.

If the customer doesn't have access to the internet how can they get information about the program?

Customers can get information about the program by calling Piedmont at 1-877-279-3636 to request a program packet. Piedmont will mail the customers a program packet, which includes all relevant information about the equipment rebate program. Included in the program packet will be a copy of the equipment rebate form.

Customer Rebate Form

Rebate Application Form (South Carolina Customers) Energy Efficient Equipment / Water Heater, Furnace



Required Customer Information

Account Number

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

Name on Account* _____ Phone () _____

Service Address _____

City _____, South Carolina Zip _____

* Rebate checks will only be issued in the name on the service account

Email Address (optional) _____

☐ Mail my rebate to _____ Mailing Address _____
a different address: City _____ State _____ Zip _____

How did you hear about the program? ☐ Utility bill insert ☐ Contractor ☐ Piedmont Website ☐ Newspaper ☐ Other _____

Equipment Information

RESIDENTIAL Customers are eligible for all Rebates. COMMERCIAL Customers are eligible only for Tankless Water Heater Rebate.

Equipment Installed	Installation Contractor Information	Date Installed	Quantity Installed	Rebate Amount
Natural Gas Storage Tank Water Heater Must have a 0.62 Energy Factor or higher	Contractor Name _____ Address _____ City, State, Zip _____ Phone _____			\$ 50 per Unit

New Storage Tank Water Heater Info:

Approximate Age of Old Water Heater

Brand of Water Heater _____ Energy Factor _____ or Old Water Heater Energy Factor _____

Model Number(s) _____ Serial Number(s) _____

Natural Gas Tankless Water Heater Must have a 0.82 Energy Factor or higher	Contractor Name _____ Address _____ City, State, Zip _____ Phone _____	Date Installed <div style="border: 1px solid black; height: 30px; width: 100%;"></div>	Quantity Installed <div style="border: 1px solid black; height: 30px; width: 100%;"></div>	\$250 per Unit
--	---	---	---	----------------

New Tankless Water Heater Info:

Approximate Age of Old Water Heater

Brand of Water Heater _____ Energy Factor _____ or Old Water Heater Energy Factor _____

Model Number(s) _____ Serial Number(s) _____

Natural Gas Furnace Must have a 90% Annual Fuel Utilization Efficiency (AFUE) or higher	Contractor Name _____ Address _____ City, State, Zip _____ Phone _____	Date Installed <div style="border: 1px solid black; height: 30px; width: 100%;"></div>	Quantity Installed <div style="border: 1px solid black; height: 30px; width: 100%;"></div>	\$300 per Unit
---	---	---	---	----------------

New High Efficiency Furnace Info:

Approximate Age of Old Furnace

Brand of Furnace _____ AFUE _____ or Old Furnace AFUE _____

Model Number(s) _____ Serial Number(s) _____

Instructions and Signature

You MUST read ALL of the Terms and Conditions on the following page and as further set forth on the website at www.piedmontng.com

You MUST include the following for the Rebate to be processed:

- 1) An original, signed and completed Rebate Application form
- 2) Copy of the proof of installation (receipt, invoice, contract) and/or copy of the proof of purchase (sales receipt)
- 3) Provide signature at bottom right

Mail the completed application to:

**Piedmont Natural Gas Company, Inc.
Attn: SC Rebate Form (Marketing)
P.O. Box 33068
Charlotte, NC 28233**

** Please allow up to 6-weeks for rebate processing **

I certify that the information I have provided is true and correct and the equipment for which I am requesting a rebate meets the requirements of this Application and has been installed at the service address indicated. I understand that in order to receive payment, all information requested on this Application must be completed and copies of all purchase and installation invoices attached. I certify that a licensed contractor has installed the above natural gas equipment. I have read and am in compliance with the program guidelines and terms and conditions as described on the Company website.

Customer Signature _____

Date _____



Terms and Conditions

Energy Efficient Equipment Rebate Program (South Carolina)

Rebate Program Duration: This Rebate Program begins May 20, 2010, the date on which it was approved by the Public Service Commission of South Carolina. Piedmont Natural Gas Company, Inc. (Piedmont) reserves the right to modify, withdraw or terminate this Program at any time, and such decision will be posted on the Piedmont website on or before the date of such modification, withdrawal or termination. Please visit www.piedmontng.com.

Website: Details of this Rebate Program, including Rebate amounts, dates of the Rebate Program, eligibility, qualifications and application process are subject to change without prior notice. Prior to submission of a Rebate Application, it is the sole responsibility of the customer to timely verify all information on Piedmont's website at www.piedmontng.com. The Terms and Conditions listed herein are supplemental to terms, conditions and other information listed about this Rebate Program on the Piedmont website and must be read in conjunction with such. The Piedmont website, the Rebate Application and these Terms and Conditions together constitute the entire Rebate Program. If you have further questions, you may call Piedmont at 1-877-279-3636.

Eligibility: This Program is only available to current Piedmont residential and commercial customers in South Carolina having natural gas service accounts in good standing. Rebate is available solely for the qualified new equipment listed on the Rebate Application, purchased and installed during the Rebate Period and prior to customer's submission of the Rebate Application. Rebates qualify only on such new equipment installed for replacement, in remodeling or renovation, not in new construction; and only where 1) existing gas-serviced equipment is being replaced by new gas-serviced equipment, 2) such new equipment qualifies for the higher efficiency rating set forth on the Application Form, 3) the new equipment is installed at the house or business where the gas account is located, and 4) the new equipment is purchased from and installed by a licensed contractor. Final determination of eligibility will rest solely with Piedmont. Residential customers: maximum number of rebates per residential service address is 2 rebates in a 12-month period for water heating and 2 rebates in a 12-month period for space heating; each applicant is limited to receiving no more than a total of 24 rebates in a 12-month period. Commercial customers: maximum number of rebates per commercial service address is 4 rebates in a 12-month period and each applicant is limited to receiving no more than a total of 36 rebates in a 12-month period.

Application: The Rebate Application on Piedmont's website must be 1) printed out, 2) completed truthfully and legibly, in its entirety, 3) signed by the individual in whose name the Piedmont account is listed, 4) attached to a copy of the legible, dated, itemized and detailed proof of purchase (receipt), and to a copy of the legible, dated, itemized and detailed proof of installation (receipt, installation contract, or contractor invoice), and 5) mailed with adequate postage to the address listed on the Application. If multiple qualified purchases are listed on the same receipt, please include a fully completed Rebate Application and supporting documentation in one envelope. All Applications must be postmarked during the Rebate Period set forth on Piedmont's website, and within 90 days after the equipment installation. Piedmont is not responsible for lost, late, damaged or misdirected forms. Late, illegible or incomplete forms will not be processed. All Applications become the sole property of Piedmont. No Application, including attachments, will be returned to the customer. Do not include a Rebate Application with payment of your monthly Piedmont bill. The Application, with qualifying attachments, must be submitted separately.

Verification: Piedmont reserves the right to verify sales receipts, serial numbers, installation contracts, and all other documentation and processes incidental to this Application. Also, an inspection may be conducted to verify installation of qualified equipment at qualified locations. By submitting this Application, customer agrees to participate in any audit and/or inspection requested by Piedmont related to this Rebate Program. Piedmont, or a third-party acting as their agent, may conduct a survey and/or billing energy usage analysis to measure program impact savings and participant satisfaction.

Payment: Funds approved by the Public Service Commission of South Carolina for this Rebate Program are limited and available on a first-come, first-served basis. Rebates shall be in the qualified amount listed on Piedmont's website on the postmarked date of the Application submission. As soon as practicable after receipt and processing of the completed Rebate Application, the Rebate Check will be mailed to the individual or entity listed on the Application, verified to be the Piedmont customer at the address where gas service is supplied and the new equipment has been installed. Piedmont is not responsible for any tax liability imposed on the customer as a result of payment of this Rebate.

No Endorsement, warranty or liability: By promotion and offer of this Rebate for purchase and installation of specific energy efficient equipment, Piedmont does not endorse any manufacturer, contractor, product or system, or in any way warranty such equipment, installation, or the energy efficiency of any equipment. Piedmont makes no representation and has no responsibility regarding the equipment, its installation, its energy efficiency; or any compliance of the equipment or its installation with applicable laws, regulations, codes, standards or requirements. Further, Piedmont shall in no way be liable for any incidental or consequential damages resulting from the equipment or its installation.

Manage Your Account
[Identity Protection](#)
[Messages for Customers](#)
[Products & Services](#)
[Education & Resources](#)
Energy Efficiency
[Energy Efficiency Programs](#)
Equipment Rebates
[North Carolina](#)
[South Carolina](#)
[Natural Gas Water Heaters](#)
[Natural Gas Furnace](#)
[Low Income Programs](#)
[Energy Saving Tips](#)

South Carolina




Natural Gas Appliance Rebates

Did you know?

- Water heating accounts for approximately 15 percent of a home's energy use
- A new high-efficiency furnace and cooling system can save you up to \$1,200 per year in operating costs

Now is the time to cut the cost of heating water and your home by replacing your old inefficient water heater or furnace with a new high-efficiency one. Residential customers in South Carolina who replace **existing** natural gas equipment with qualifying high-efficiency natural gas equipment are eligible for up to a \$300 rebate and may qualify for federal tax credits as well. This includes the following qualifying high-efficiency gas water heaters and furnaces.

Rebates currently available

Natural Gas Appliance	Rebate Amount	Qualifying Models	Rebate Form	Buying Guidance from ENERGY STAR®
Storage Tank Water Heater	\$50	*EF=0.62 or higher		Get the facts
Tankless Water Heater	\$250	*EF=0.82 or higher		Get the facts
Furnace	\$300	**AFUE = 90% or higher		Get the facts

*Energy Factor

**Annual Fuel Utilization Efficiency



Proof of installation (a copy of the receipt, invoice, or contract) and/or proof of purchase must be included with the rebate application.

Please allow up to six weeks for rebate processing from the time the rebate form is received in the mail by Piedmont Natural Gas.

Rebate funds are limited and will be paid on a first-come, firstserved basis until all funds are depleted or the program is withdrawn or terminated. Piedmont Natural Gas reserves the right to modify, withdraw or terminate this program at any time upon reasonable notice as posted on our website.

Eligibility Requirements (Residential)

- Available for all existing Piedmont residential customers who are served under the company's 201-Residential Service Rate or 221-Residential Service Standard Rate schedule
- Rebates are only available for qualifying natural gas equipment that is installed to replace existing natural gas-fired equipment
- This offer is not available for the new construction market of homes, condominiums, apartments, or townhomes. This rebate is also not available for the replacement of equipment served by an alternate fuel source such as electricity or propane
- Equipment must be installed by an HVAC or plumbing contractor licensed in South Carolina
- Maximum number of rebates per residential service address is 2 rebates in a 12-month period for water heating and 2 rebates in a 12-month period for space heating; each applicant is limited to receiving no more than a total of 24 rebates in a 12-month period
- Rebate applications must include the HVAC or plumber information and all applicable equipment information as shown on the rebate form. Equipment must be installed in the

Customer Service

 [Request service](#)
 [Send us a message](#)
 [Make a payment](#)

- residence corresponding to the submitted Piedmont Natural Gas service account number
- Rebates apply only to equipment purchased and installed after May 20, 2010, when the Commission approved the program and all applications must be postmarked within 90 days after the equipment installation

How to Participate

- Carefully review the website eligibility requirements, terms and conditions, and the rebate application form
- Call 1-877-279-3636 (Monday - Friday, 7:30 a.m. to 5:30 p.m.) with questions about program requirements before you purchase and install new high-efficiency equipment
- Contact a licensed contractor to purchase and install the qualifying equipment as specified in the program requirements
- Complete all the information on the rebate application and attach copies of all purchase and installation invoices
- The attached invoices/receipts must include the product installation date, total price, new equipment brand and model number, and the efficiency rating for the new equipment
- To process the rebate, all information must be completed, with the rebate form signed and dated
- Submit your rebate application form and required documentation to the following address:

**Piedmont Natural Gas Company, Inc.
Attn: SC Rebate Form (Marketing)
PO Box 33068
Charlotte, NC 28233**

- Please **DO NOT** send your rebate form and other documentation in the same envelope with payment of your monthly gas bill
- Please allow up to six weeks for rebate processing from the time the rebate form is received in the mail by Piedmont
- Piedmont may call you to schedule an inspection to verify installation of the equipment at the address indicated on the rebate form

Find a Contractor or Equipment Dealer

All equipment must be installed by a contractor licensed in South Carolina to be eligible for the rebate. Visit the [Find a Contractor or Equipment Dealer](#) section to find a contractor in your area.

Terms and Conditions

Full Terms & Conditions

Have any questions? Call Piedmont Natural Gas directly at 1-877-279-3636 (Monday - Friday, 7:30 a.m. to 5:30 p.m.) or e-mail save-energy@piedmontng.com.

**Manage Your Account**
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Products & Services
Education & Resources
Energy Efficiency
Energy Efficiency Programs
Equipment Rebates
[North Carolina - Commercial](#)
[South Carolina - Commercial](#)
Energy Saving Tips

South Carolina - Commercial


Natural Gas Water Heater Rebates

Commercial water heaters consume a considerable amount of energy, accounting for about 11 percent of the total energy load, on average, in many commercial facilities.

Upgrading to a higher-efficiency water heater can result in recognizable energy savings. The Natural Gas Water Heater Rebate Program for businesses will offset some of the incremental cost associated with choosing more efficient equipment.

Commercial customers in South Carolina who replace existing natural gas equipment with new qualifying high-efficiency natural gas equipment are eligible for up to a \$250 rebate. This includes the following qualifying high-efficiency gas water heater.

Rebates currently available:

Commercial Appliance	Rebate Amount	Qualifying Model	Rebate Form	Buying Guidance from ENERGY STAR®
Tankless Water Heater	\$250	*EF=0.82 or higher		Get the facts

* Energy Factor



Proof of installation (a copy of the receipt, invoice, or contract) and/or proof of purchase must be included with the rebate application.

Please allow up to six weeks for rebate processing from the time the rebate form is received in the mail by Piedmont Natural Gas.

Rebate funds are limited and will be paid on a first-come, firstserved basis until all funds are depleted or the program is withdrawn or terminated. Piedmont Natural Gas reserves the right to modify, withdraw or terminate this program at any time upon reasonable notice as posted on our website.

Eligibility Requirements

- Available for all existing Piedmont commercial customers, with an active account, who are served under the company's 202-Small General Service Standard Rate, 232-Small General Service Value Rate, 252-Medium General Service Standard Rate, or 262-Medium General Service Value Rate
- Rebate only available for qualifying natural gas equipment that is installed to replace existing natural gas-fired equipment
- This offer is not available for the new construction market of commercial buildings or facilities that are served by a Piedmont commercial rate schedule
- This rebate is also not available for the replacement of equipment served by an alternate fuel source such as electricity or propane
- Rebates apply only to equipment purchased and installed after May 20, 2010, when the Commission approved the program and all applications must be postmarked within 90 days after the equipment installation
- Equipment must be installed by a HVAC or plumbing contractor licensed in South Carolina
- Maximum number of rebates per commercial service address is 4 rebates within a 12-month period and each applicant is limited to receiving no more than a total of 36 rebates within a 12-month period
- Rebate applications must include the HVAC or plumber information and all applicable equipment information as shown on the rebate form
- Equipment must be installed in the facility corresponding to the submitted Piedmont Natural Gas service account number

Customer Service

 **Request service**
 **Send us a message**
 **Make a payment**

How to Participate

- Carefully review the website eligibility requirements, terms and conditions, and the rebate application form
- Call 1-877-279-3636 (Monday - Friday, 7:30 a.m. to 5:30 p.m.) with questions about program requirements before you purchase and install new high-efficiency equipment
- Contact a licensed contractor to purchase and install the qualifying equipment as specified in the program requirements
- Complete all the information on the rebate application and attach copies of all purchase and installation invoices. The attached invoices/receipts must include the product installation date, total price, new equipment brand and model number, and the efficiency rating for the new equipment. To process the rebate, all information must be completed, with the rebate form signed and dated
- Submit your rebate application form and required documentation to the following address:

**Piedmont Natural Gas Company, Inc.
Attn: SC Rebate Form (Marketing)
PO Box 33068
Charlotte, NC 28233**

- Please **DO NOT** send your rebate form and other documentation in the same envelope with payment of your monthly gas bill
- Piedmont may call you to schedule an inspection to verify installation of the equipment at the address indicated on the rebate form

Find a Contractor or Equipment Dealer

All equipment must be installed by a contractor licensed in South Carolina to be eligible for the rebate. Visit the

[Find a Contractor or Equipment Dealer](#) section to find a contractor in your area.

Terms and Conditions

[Full Terms & Conditions](#)


Have any questions? Call Piedmont Natural Gas directly at 1-877-279-3636 (Monday - Friday, 7:30 a.m. to 5:30 p.m.) or e-mail save-energy@piedmontng.com

Example of Contractor website telling
about Piedmont's rebate program

(Some sections of the actual website were edited to be able to show on 1-page)

[HOME](#) [SPECIALS](#) [OUR SERVICES](#) [TESTIMONIALS](#) [PRODUCTS](#) [CONTACT US](#)

Long Heating & Air



Long Heating and Air is a family owned and operated business that has installed and repaired heating and cooling systems in the Upstate area for more than 20 years. We have managed to earn the loyalty of our customers by providing high-quality work at reasonable prices.

MAY SPECIALS


FREE Diagnostic Fee with system repair

Starting 4-25-11 we are extending our service hours from 8am -8pm, so if you need your system serviced after you get off work we can now accommodate you at no extra charge. Call today to set up your appointment **213-9899**

Get ready for Spring with a Preventative Maintenance \$65 for 1 system \$99 for 2 systems

FREE 10 Year Parts & Labor on all new Amana systems

Get up to \$2,000 in Rebates on New System(s)



<http://www.piedmontng.com/>

Natural Gas Appliance Rebates

Did you know?

- Water heating accounts for approximately 15 percent of a home's energy use
- A new high-efficiency furnace and cooling system can save you up to \$1,200 per year in operating costs

Now is the time to cut the cost of heating water and your home by replacing your old inefficient water heater or furnace with a new high-efficiency one. Residential customers in South Carolina who replace existing natural gas equipment with qualifying high-efficiency natural gas equipment are eligible for up to a \$300 rebate and may qualify for federal tax credits as well. This includes the following qualifying high-efficiency gas water heaters and furnaces.

- Company

CERTIFICATE OF SERVICE

The undersigned hereby certifies that a copy of the attached *Report* is being served this date electronically and via UPS Overnight (5 copies) upon:

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This the 15th day of June, 2011.

s/ James H. Jeffries IV
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